



Distribute the Weight: How *Everyone* Can Affect Your Billing Processes

Jan Blanchard, CPC, CPEDC, CPMA





Disclaimer

The information presented is shared for the sole purpose of examining medical Coding, Billing, and Practice Management approaches. Though every effort has been made to develop accurate materials, this guidance is informal and is not intended to be legal advice. Decisions relating to the management of your practice, coding your work, setting your fees, etc., should be made independently.



Session Objectives

1. **Appreciate** how all teammates may contribute to successful Revenue Cycle Management (RCM)
2. **Explore** everyone's role in your practice's financial health





Why should everyone care about RCM?



Healthy practice finances enable:

- Improvements to and expansion of patient care
- Investments in salaries, hiring, training, education, office space
- Maintenance and updates to
 - Equipment
 - Materials and supplies
 - Facilities





What do all team members need?





To thrive, all team members should have:

Understanding of their role; what's expected of them

Power to inform the process; their role(s) and maybe others



Teammate: Patient / Caregiver

Primary Role: Participate in and carry out care decisions and plans

Unique Opportunity: Manage coverage and eligibility

I need: Information, Education, Support & back up

Depending on me: My health and thriving, Clinicians, Billers, Referral Specialists, Front desk

The part of RCM best done by me: Advocating for payer accountability

Teammate: Front Desk – Check In

Primary Role: Greeting, registration, patient responsibility

Unique Opportunity: In person data and payment gathering, verification

I need: Time & space, Detailed procedures, Support & back up

Depending on me: Patient, Clinical staff, Billers

The part of RCM best done by me: Verifying data is complete, current, patient knows about & how to settle due balances, Portal registration / use





Teammate: Front Desk - Check Out

Primary Role: Encounter collections, Future appointments

Unique Opportunity: Forms, clearance documents, letters

I need: Timely information, Support & backup

Depending on me: Patients, Billers

The part of RCM best done by me: Patient balance collections

Teammate:

Front Desk - Appointments

Primary Role: Incoming calls, reminders, balance due preparation

Unique Opportunity: Expectation setting

I need: Time, Clear policies, Support & backup

Depending on me: Patients, Check In, Check Out, Clinical Staff, Clinicians

The part of RCM best done by me: Set patient expectations

Teammate: Clinical Staff

Primary Role: Intake, encounter management, check out prep

Unique Opportunity: Enhance patient's trust

I need: Clear real-time communication, Support & back up

Depending on me: Patients, Clinicians, Check out, Billers, Referral Specialists

The part of RCM best done by me: Assist patients in finding their Subject Matter Expert





Teammate: Clinician – Employed

Primary Role: Clinical care

Unique Opportunity: Affirm patient's trust

I need: Time, Awareness, Support & back up

Depending on me: Patients, Clinical staff, Billers,
Referral Specialists, Partners / Owners

The part of RCM best done by me: Capture and
document encounter detail



Teammate: Clinician – Partner / Owner

Primary Role: Clinical Care

Unique Opportunity: Set Practice Vision

I need: Time, Data, Statuses, Support & back up

Depending on me: Patients, Clinicians, Clinical staff,
Billers, Front Desk, Billing Manager

The part of RCM best done by me: Negotiations,
Enforcement

Teammate: Billing / Coding Specialist

Primary Role: Claims and Follow up

Unique Opportunity: Payer surveillance, Coding expertise
I need: Statuses, Interfaces, Policies (Internal and Payer),
Support & back up

Depending on me: Patients, Collections Specialists, Front
Desk, Owners

The part of RCM best done by me: Manage claim
submissions / adherence to payer requirements, Respond /
react to payer “anomalies” & code updates



Teammate: Patient Collection Specialists

Primary Role: Reconcile outstanding patient balances

Unique Opportunity: Enhance patient trust

I need: Billing details, Clear policies, Support & back up

Depending on me: Patients, Owners, Front Desk

The part of RCM best done by me: Put “uncollectible” balances to bed





Teammate: Billing Managers

Primary Role: Create and enforce billing policies and procedures

Unique Opportunity: Perspective

I need: Time, Trust, Data, Support & back up

Depending on me: Patients, Billers, Front desk, Partners/owners

The part of RCM best done by me: Pricing, Payer Maintenance, Audits & Compliance

Teammate:

System / IT Support Specialists

Primary Role: Maintain systems

Unique Opportunity: Proactive changes to support growth

I need: Infrastructure, Budget, Schedule, Support & back up

Depending on me: Patients, Clinicians/Staff, Billers/Manager, Front desk

The part of RCM best done by me: Keep the record-keeping and payment systems running smoothly

Session Takeaways

1. No teammates are without opportunities to contribute to the success of your RCM
2. Supporting your teammates supports your financial success





**Please complete the course
survey in the UC App.**



Pediatric EHR Solutions





Asking Questions:

Virtual attendees: Use the chat if you have a question that you want answered

In-person attendees: Go to the stationary microphone in your room.

CEUs:

You can request CEU codes for qualifying sessions using the form PCC shares out at the conclusion of the conference.

What questions do you have?





Thank you!!!

**Jan Blanchard, CPC, CPEDC,
CPMA**

jan@pcc.com